



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
<http://www.healthyfamilies.ca.gov>

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A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating plans.

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If you have a story idea you would like to share or comments about this newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

Email
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Website
www.healthyfamilies.ca.gov

Kaiser Not Available in Kern & Orange Counties

Starting October 1, 2007, Kaiser Permanente is no longer an available health plan choice in Kern and Orange Counties. If families are applying for the first time or re-applying for HFP, Kaiser will not be an available health plan choice in these counties. This does not affect children who are currently enrolled in Kaiser.

If families already chose Kaiser on their applications, the Healthy Families Program (HFP) will contact them. The HFP will ask them to choose another health plan. Families can provide their new plan choice over the phone by calling 1-888-848-9166 or send it in a letter to the Healthy Families Program, P.O. Box 138005, Sacramento, CA 95813-8005. Letters should include the family's Family Member Number (FMN) and new plan choice.

If the HFP doesn't receive a family's new selection, the children will be enrolled in the community provider plan.

Here are examples of when Kaiser will still be available in Kern and Orange Counties:

1. The child's HFP coverage should not have ended, and the child is reinstated into the HFP with no break in coverage. The child will stay with Kaiser.
2. The HFP receives a "Kaiser Validation Form." Kaiser gives this Form to families. It is for families who were former members of Kaiser. The HFP doesn't provide this Form.
3. A new child is applying for HFP coverage and is being added to an existing family's account with children that are already enrolled in Kaiser.

Clickable Links

In past editions of the EE/CAA Newsletter, links from the newsletter could not be used to go directly to the form or reference on the Healthy Families Program (HFP) website. However, this newsletter now has that ability. Just click any link listed in an article! You will be taken directly to that location on the website. We hope you will enjoy this new functionality!

Complete applications faster with Health-e-App!

New Acceptable Income Documentation

The Healthy Families Program (HFP) has new income requirements for certain types of income documents. You can find out more about what has changed here.

Alimony/Child Support Paid and Received: The CAA Reference Manual states that alimony or child support paid is verified with a copy of the court order, payment receipts, cancelled checks, and/or copies of pay stubs showing the payments (i.e., garnishments). Now, a statement from the parent making the payment is also acceptable. The statement must include the amount paid each month, the names of the children or former spouse receiving support, and must be dated within the last (45) days.

Employer Letter: A copy of the front and back of the most recent pay stub is no longer required with the Employer Letter. Employer Letters must show the gross amount (before taxes) and not the net amount. It must be on company letterhead (or include company name and address) and include how often the person is paid (e.g., monthly, every two weeks, twice a month). The statement “the information provided is true and correct” must also be in the letter. You can see a sample of the Employer Letter in English at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetter.pdf> and in Spanish at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetterES.pdf>.

Federal Income Tax Forms: If the applicant’s 1040 tax form was changed since it was filed by the applicant, the 1040 X form (amended tax return) can be used to show which income amounts changed. With the 1040 X, the original 1040 from the same year must be turned in. These forms must be together so the HFP can determine which amounts changed on the original 1040 tax form. Federal income tax forms 1040, 1040NR, 1040A, 1040EZ and 1040PC are still accepted. A W-2 may be required if the 1040 forms include income from a parent no longer living in

the home or if it includes a stepparent’s income. The HFP uses a W-2 to see whose income is counted for a child in the household.

IRS 1099 Form: IRS 1099 Forms can now be accepted as proof of interest income from stocks and bonds (i.e., 1099-INT) and proof of Social Security Administrative payments (i.e., SSA 1099). A bank statement can be used to verify interest from a bank checking or savings account.

Profit and Loss Statement: In the past, a Profit and Loss Statement needed to reflect the most recent three months of self-employment income. The three-month net income (or profit) from self-employment is averaged (divided by three) to calculate the monthly income. Now, a person who has been self-employed for two months or less can also use a Profit and Loss Statement. If the person submits a Profit and Loss Statement for less than three months, it must also include information on when the business began operation. The months reported will be added together and divided by the number of months to calculate the monthly income. You can see a sample of a Profit and Loss Statement in English at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf> and in Spanish here: http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss_ES.pdf.

Please note these new acceptable income documentation changes in your CAA Reference Manual until the next update is completed.

Contribute to the EE/CAA Newsletter

This newsletter is only as good as the information we receive. If you have a story idea, correction, or concern about anything you read here, please don't hesitate to contact us at: hfnnewsletter@maximus.com. Please story submissions brief and related to the Healthy Families or Medi-Cal for Families Programs.

Updates for the Access for Infants and Mothers Program

The August 2007 EE/CAA Newsletter talked about some of the new changes for infants born to women enrolled in the Access for Infants and Mothers (AIM) Program. This article will give you more information and some examples of the changes.

Infants born to AIM mothers on or after July 1, 2007, no longer automatically qualify for the Healthy Families Program (HFP). To qualify for the HFP, the infant needs to meet all of these requirements:

- Not currently enrolled in no-cost Medi-Cal
- Not currently enrolled in Employer-Sponsored Insurance (ESI)
- Not enrolled in ESI in the last three months except for the reasons identified on page 3 in the HFP Handbook

Infants who meet these requirements can be enrolled in the HFP. Their HFP effective date will depend on whether they were ever enrolled in no-cost Medi-Cal or ESI. For infants never enrolled in no-cost Medi-Cal or ESI, the HFP effective date will be the infant's date of birth. Infants whose ESI coverage ended (for reasons other than those listed in the Handbook) may be subjected to a three-month waiting period before obtaining HFP coverage. The effective date for infants who had no-cost Medi-Cal will be the day after Medi-Cal coverage ends.

The HFP will only cover the months where the infant was not covered by either no-cost Medi-Cal or ESI. Here are some examples to show you how these new rules work:

Example 1: Infant's date of birth (DOB) is 7/1/2007. Infant was enrolled in no-cost Medi-Cal at the time of birth. The no-cost Medi-Cal coverage ended 8/31/2007. The infant's HFP coverage will be effective 9/1/2007.

Example 2: Infant's DOB is 7/15/2007. Infant was enrolled in ESI at the time of birth. The coverage ended 8/31/2007 because of an acceptable reason to waive the three-month period. Because the infant was enrolled in ESI at the time of birth, the HFP will not cover the infant during the time

between 7/15/2007 and 8/31/2007. The infant's HFP coverage will be effective 9/1/2007.

Example 3: Infant's DOB is 7/20/2007. Infant was enrolled in ESI at the time of birth. The coverage ended 9/30/2007 for a reason that **does not meet** one of the acceptable reasons to waive the three-month period. The infant's HFP coverage will be effective 1/1/2008.

Example 4: Infant's DOB is 8/15/2007. Infant was enrolled in ESI at the time of birth. The coverage ended 9/30/2007. Infant was then enrolled in no-cost Medi-Cal from 10/1/2007 through 12/31/2007. The infant's HFP coverage will be effective 1/1/2008.

Example 5: Infant's DOB is 8/15/2007. Infant was enrolled in the HFP effective 8/15/2007. Infant was then enrolled in ESI from 9/1/2007 through 10/31/2007. The ESI coverage ended for an acceptable reason to waive the three-month period. The infant's HFP coverage will be effective from 8/15/2007 through 8/31/2007 and then start up again effective 11/1/2007.

To enroll an infant born to an AIM mother in the HFP, the mother will need to turn in the Infant Registration Form after the baby is born. This form can be found in the AIM handbook and on the AIM website in English at http://www.aim.ca.gov/english/Publications/AIM_FM_H_EN.pdf and in Spanish at http://www.aim.ca.gov/Spanish/Publications/AIM_FM_H_ES.pdf. To get more information or to request an Infant Registration Form, call the toll-free AIM Program number at 1-800-433-2611 Monday through Friday from 8:00 a.m. to 8:00 p.m. or on Saturday from 8:00 a.m. to 5:00 p.m.

To get more information about ESI, please see Chapter 7 of the CAA Reference Manual on the HFP website in English at http://www.healthyfamilies.ca.gov/English/caa/pdfs/manual/07_Healthy_Families.pdf and in Spanish at http://www.healthyfamilies.ca.gov/english/caa/pdfs/manual/spanish/07_Healthy_Families.pdf.

Master Trainer Lists on HFP Website

The Healthy Families Program (HFP) has updated the lists of Master Trainers on the HFP website. These lists show the contact information for Master Trainers who may be able to provide face-to-face training sessions for new CAAs and plan staff throughout the state.

There are two Master Trainer lists on the HFP website. The Community Based Organization Master Trainers list has twelve trainers who can provide training to both new CAAs and plan staff. The Certified Staff Trainers list has seven trainers from many different health plans who are able to provide training to plan staff only. You can see these lists on the HFP website at

http://www.healthyfamilies.ca.gov/English/caa/caa_trainers.htm.

Remember that when staff is trained face-to-face or by the web-based training, the CAA Agreement and the Add/Remove CAA Forms must be received by the HFP. The Agreement must be submitted in order to link the CAA to the correct Enrollment Entity (EE). Failure to submit these forms may result in denial of reimbursement payments to the EE. If a CAA candidate is training to work with a health, dental or vision plan, the Plan's Certified Staff Code of Conduct Agreement must also be completed and sent to the HFP. These three forms can be found on the HFP website.

The CAA Agreement is located at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/CAA Agreement.pdf>.

The Add/Remove CAA Form can be found at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/CAA Add Remove Form.pdf>.

The Plan's Certified Staff Code of Conduct Agreement is at <http://www.healthyfamilies.ca.gov/English/caa/pdfs/CodeofConductAgreement.pdf>.

Did You Know...

Health-e-App automatically counts family size?
To sign up for Health-e-App, call 1-866-861-3443.

Health-e-App Use on the Rise

The use of Health-e-App (HeApp) by Certified Application Assistants (CAAs) is growing! In March 2007, only 18% of all applications were submitted using HeApp. But, in August and September, 25% of all applications were sent in using HeApp. That's over 5,000 applications each month!

HeApp makes the application process easier. By using HeApp, children are enrolled more quickly and efficiently. HeApp checks for errors to help CAAs fill out the application completely. It also calculates income and deductions so CAAs don't have to do the calculations. HeApp can even do a preliminary screening to determine the programs for which children may qualify. All these features improve the enrollment processes for many children. And, EEs are paid more when using HeApp! EEs are paid \$60 for each successful application using HeApp, instead of \$50 for the paper application.

More on Presumptive Eligibility

The August 2007 EE/CAA Newsletter talked about changes to the Healthy Families Program (HFP) for children with household income below HFP guidelines. This change was called Presumptive Eligibility (PE). This change happens during the Annual Eligibility Review (AER). Here are more details on the PE program changes.

How is bridging changing?

Before August 30, 2007, children with household income below HFP guidelines during AER received a two-month “bridge” of continued eligibility in the HFP. If the applicant gave permission, their application was forwarded to Medi-Cal for review.

Starting September 1, 2007, children with household income below HFP guidelines during AER will no longer receive the two-month bridge in HFP. They may qualify for PE. PE gives children free temporary health coverage from Medi-Cal while Medi-Cal decides if the children are qualified to stay in the Medi-Cal Program.

How can a child get Presumptive Eligibility?

Three conditions must be met for a child to get PE:

1. Child does not qualify for the HFP during the AER because the child’s household income is below HFP guidelines.
2. Applicant gives permission for the HFP to forward the AER packet to Medi-Cal. Permission can be given on the AER Form. If permission is not given on the AER Form and the family’s household income is below HFP guidelines, the HFP sends a letter to the family giving them another chance to give permission. The family has 90 days to return this Reconsider Medi-Cal Letter to give permission.
3. Child is not currently enrolled in no-cost or share-of-cost Medi-Cal.

When does PE begin and how long does it last?

Children whose household income is below HFP guidelines during AER will receive a disenrollment letter from the HFP. This letter will let the family know when the HFP coverage ends. This letter will tell the family about PE

and gives the option to request continued enrollment (CE) if the family thinks the HFP made a mistake. The CE form must be received before the end of the month to extend coverage.

Examples:

For families that give permission for the HFP to forward the AER packet to Medi-Cal: The HFP will send a letter, letting them know if their children qualify for PE. If they qualify for PE, they will receive temporary no-cost Medi-Cal starting the day after the HFP coverage ends. PE will last until Medi-Cal decides if the children can stay in the Medi-Cal program.

For families that did not give permission for the HFP to forward the AER packet to Medi-Cal: The HFP will send a letter giving the family an option to sign and return the letter within 90 days to give permission to forward the AER packet to Medi-Cal.

- If the family does provide permission and it is received before the children’s HFP coverage ends, PE will start the day after HFP coverage ends.
- If the family provides permission but it happens after the children’s HFP coverage ends, PE will start on the first day of the month when permission to forward the AER form to Medi-Cal was received.

PE will last until Medi-Cal decides if the children can stay in the Medi-Cal program.

What happens to children currently on a two-month bridge in the HFP?

Any children who are on HFP bridging during September 2007 and October 2007 may qualify for PE after the bridge period ends.

In order to qualify for PE when the bridge ends, the family must give permission for the HFP to forward the AER packet to Medi-Cal before their HFP coverage ends. To qualify for PE, the child must not be currently enrolled in no-cost or share-of-cost Medi-Cal.

Health-e-App Feature of the Month:

Preliminary Eligibility Screening

Programs for Which Families May Qualify

In the August 2007 issue of the EE/CAA Newsletter, we saw how difficult calculating gross monthly income can be!

- First you must complete the paper application.
- Then you must use the information provided to calculate the income.
- And finally, only after determining family size and calculating income can you determine which program the family qualifies for according to the Federal Income Guidelines!

But with Health-e-App...

After you enter the information, all you need to do is push a button. Health-e-App automatically tells you the programs for which the family will most likely qualify.

Let's compare:

The paper application...

What materials you need:

- Pen
- Calculator
- Gross Monthly Income Guidelines
- CAA Reference Manual

What you need to do:

- Calculate Family Size
- Calculate pay frequency (weekly, every 2 weeks, or twice a month) into gross monthly income
- Calculate any deductions for work, childcare, child support, alimony, etc.
- Determine whose income counts for whom
- Determine if each child's monthly income is within guidelines of Medi-Cal, Healthy Families or Healthy Kids

Health-e-App...

Click the button.

Done.

Member	Program
Thomas Smith	Healthy Families
Sarah Smith	Healthy Kids
Emma Taylor	Medi-Cal
Christopher Smith	Medi-Cal

It's just that simple.

Ensuring the Health and Academic Success of our Children!

Medi-Cal for Families, Healthy Families and Healthy Kids Programs

The Connecting Kids to Healthcare Through Schools (Connecting Kids) Program is designed to coordinate key organizations', agencies', and associations' participation in promoting affordable health care coverage for children.

Connecting Kids (CK) is funded by the David and Lucile Packard Foundation in partnership with the Public Health Institute and the Managed Risk Medical Insurance Board.

Connecting Kids' success with school-based outreach is through the distribution of the Request For Information Flyer (RFI) form. The RFI form provides important information about no-cost or low-cost health coverage available to children. Parents or guardians can complete the RFI form if they want to receive more information about the health care programs. The form may be returned directly to the school or to a centralized statewide administrator. CK can customize the RFI form to accommodate your local needs and assist your outreach efforts. The RFI form can be requested in multiple languages and the necessary volume to facilitate local school-based outreach efforts. The RFI is available in English, Spanish, Vietnamese, Hmong, Chinese, Russian, Cambodian, Korean, Armenian, and Farsi. Upon receipt of a completed form, the parent will be mailed a Medi-Cal for Families / Healthy Families (MCF/HF) application. The application is available in 10 different languages.

To request the RFI forms, please use the Parent Information Flyer (PIF) that has been distributed to schools, school agencies, and community-based organizations through an annual mailing done by the California Department of Education and Connecting Kids. If you have not received one, you may access it by visiting the CK website at <http://www.connecting-kids.com/>.

In California and nationally, schools prove to be one of the most effective ways of referring and enrolling uninsured children into health care coverage programs. Outreach

through schools is a common sense, high-impact strategy. Schools are where the kids are!

Schools offer many opportunities for outreach through existing services provided to children, such as the National School Lunch Program, health services, school-based clinics or school nurses. These services provide a great chance to inform families about available health care coverage. Parents tend to trust school representatives and the information they offer. When parents or guardians hear about the State's no-cost and low-cost health care coverage programs through schools, it diminishes the stigma often associated with receiving public benefits.

Together, we have the potential to assist approximately half a million uninsured children that are eligible for Medi-Cal for Families, Healthy Families, and Healthy Kids Programs. As you know, children's good health is critical to their academic success. Children with health coverage are less likely to be absent from school due to illness and are more prepared to attend school ready-to-learn. Healthy children make better students – students with improved school performance. You can play an important role in helping parents access affordable health care coverage for their children. Here's what you can do:

- Distribute the MCF/HF Request for Information (RFI) Flyer entitled, "Good News About Health Coverage" with school materials sent home to parents (i.e. back to school packets, school lunch menus, report cards) and distribute at parent meetings (i.e. parent-teacher conferences, open houses). If you are unable to duplicate large quantities, bulk print orders are available through the CK Program by using the Parent Information Flyer order form. Flyers can be ordered, free of charge, in many different languages. If you need

continued next page

When is the best time to call?



Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Weekdays after 11 a.m.

Better...Weekdays after 6 p.m.

Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

Did You Know...

Health-e-App can store unfinished applications for up to 30 days? You can retrieve the application with all information intact to complete it at a later date!

To sign up for Health-e-App call 1-866-861-3443

Ensuring Success

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assistance with ordering the form or would like to customize your order forms, please contact Judith Torres at jtorres@mrmib.ca.gov or at 1-800-670-4567. You may also download the form at <http://www.connecting-kids.com/>.

- Mail the flyers that are completed and returned by the parents to the school, to the address specified at the bottom of the flyer. Or, if your district would like to keep the flyers in order to directly follow-up with parents, please inform the CK Program of the total count of returned flyers by e-mailing: jtorres@mrmib.ca.gov. This information is important for CK to monitor the success of our school-based outreach efforts.
- Promotional items may also be available for use at health fairs, back-to-school nights and parent-teacher conferences. Please contact CK to check availability.
- Have questions? Need technical assistance? Contact Judith Torres at 1-800-670-4567 or by email at jtorres@mrmib.ca.gov.

Our common goal is to ensure that California's children grow into knowledgeable, competent, healthy adults who can reach their full potential. If you want additional information on the Healthy Families, Medi-Cal for Families, or Healthy Kids Programs, please call the CK Program at 1-800-670-4567 Monday through Friday from 8:00 a.m. to 5:00 p.m. You can also go to <http://www.connecting-kids.com/> for more information.

Welcome New & Returning HFP Enrollment Entities!

ADAM WARNE
ADVANCED FAMILY MEDICAL
GROUP INC.
AFFORDABLE BUSINESS SERVICES
AGENT VICTOR HENRRY PROANO JR.
ALLISON RUDIG
AMIGOS CENTER
AMISANO INSURANCE AGENCY
ANGUIANO PROFESSIONAL
INSURANCE & FINANCIAL
SERVICES, INC.
ANTOINETTE MORALES
ARROW THAO XIONG
AUGUSTO SALAS
BERTHA ALICIA GONZALEZ
BESSIE P. LO
CALIFORNIA RURAL INDIAN HEALTH
BOARD, INC.
CENTRAL MEDICAL CLINIC
CHAMBER MEDICAL
CHAMBERS INSURANCE SERVICES,
INC.
CHANGING TIDES FAMILY SERVICES
CHILD ABUSE LISTENING AND
MEDIATION, INC.
CHILDREN HEALTH PARTNERS
CHIN PARK
CM MITCHELL MANAGEMENT INC.
COAST BENEFITS AND INSURANCE
SERVICES, INC.
COMMUNITY PARTNERSHIP FOR
FAMILIES OF SAN JOAQUIN
COMMUNITY REFORMED CHURCH
COMPREHENSIVE BENEFIT
ADVISORS, INC.
CONGREGATION ORGANIZING FOR
RENEWAL (COR)
CORNERSTONE INSURANCE
SERVICES
CORNERSTONE RETIREMENT &
INSURANCE SERVICES
CRAIG MUNSON INSURANCE
AGENCY
DAVID B. CIMINSKI
DAVID N JOHNSTON
DAVID O. BELNAP CHRISTENSEN
DAVID P. DUTCHOVER
DC ACCOUNTING AND TAX SVCS, INC
EMERY UNIFIED SCHOOL DISTRICT
EQUATOR INSURANCE AGENCY
FABRIEL D. BURQUEZ DDS INC.

FLORENCIO T. BURQUEZ D.D.S.
FOOTHILL PRIMARY CARE
GIVE EVERY CHILD A CHANCE
GLOBAL EMERGING FINANCIAL INC.
GOLDEN INSURANCE SERVICES, INC
GRAND SMILE CARE
HAIGHT ASHBURY FREE CLINICS, INC.
HAMLIN DENTAL GROUP
HEALTH INSURANCE AGENCY
HEALTHY HALO INSURANCE
SERVICES, INC.
HECTOR M BAUTISTA INSURANCE
BROKER
HUTTON COMMUNITY CENTER
I.C TAX SERVICE
INTEGRA EMPLOYEE BENEFIT
INSURANCE SERVICES, LLC
JACKSON HEWITT TAX SERVICE
JASMINE HUYNH
JENSEN HEALTH INSURANCE AGENCY
JESSICA L HINH
JHC INSURANCE SERVICES
JIA SUN
JIE CHEN
JUI YEN HUANG
JULIE KO
KAREN CHANG
(KATHY) KYO HWA JUN
KATHY LEE
L & S INSURANCE SERVICES, LLC
LAURA L MARTINEZ
LEADERSHIP EXCELLENCE
LILY LUONG
LINDA C.L. LEONG FINANCIAL
SERVICES
LISA CARMICHAEL
MANSZE HUANG
MARATHON INSURANCE AGENCY
MCO HEALTHY FAMILIES
MILENA BALYAN
MODESTO CITY SCHOOLS
MUTUAL ASSISTANCE NETWORK OF
DEL PASCO HEIGHTS
NATIVE AMERICAN HEALTH CENTER,
INC.
NEW HORIZONS DEVELOPMENT
CORPORATION OF CALIFORNIA INC
NOBLE COMM MED ASSC INC OF L.A.
O'HAGAN INSURANCE SERVICES
PAUL COLE INSURANCE
PING ZHANG

PLANET INSURANCE AGENCY
PROFESSIONAL SERVICES GROUP
REDWOOD MEMORIAL HOSPITAL
RICHARD EUGENE ZANE
ROSE ACOSTA
SANDY ROSALES
SANTA YNEZ TRIBAL HEALTH CLINIC
SAWYER COOK INSURANCE
SEÑOR OSCAR INSURANCE
SHAWN C TSAI
SHUSTER FINANCIAL AND
INSURANCE SERVICES, INC.
SPANISH SPEAKING UNITY COUNCIL
OF ALAMEDA COUNTY
ST. MARY'S INTERFAITH COMMUNITY
SERVICES
SUNRISE DENTAL
TERESA FU
TROY EDWARD HERMANN
UNITED FINANCIAL SERVICES, INC.
UNIVERSAL HEALTHCARE SOLUTIONS
INSURANCE AGENCY, INC.
VALLEY CENTER INSURANCE AGENCY,
INC.
VIDA SANA MEDICAL GROUP, INC.
WESTSIDE NEIGHBORHOOD CLINIC
WOMEN'S AND CHILDREN'S HEALTH
CENTER
WORLD FINANCIAL GROUP
YOUTH TREATMENT AND EDUCATION
CENTER
YVONNE ATILANO

Welcome New & Returning CAAs!

MIKA ABBOTT	JIE CHEN	ELEUTERIO GARCIA	SHERRY KAY
EDUARDO ABOYTES	PEI-LIN CHEN	IMELDA GARCIA	CINDI KELLY
CARMEN AGUAYO	VIRGINIA CHEUNG	JUAN CARLO GARCIA	LOUY KHOTH
TIFFANY AKINS-DUNBAR	ALICIA CHIA	LILLIAN GARCIA	HEESEONG KIM
ZULMA ALARCON	MUQTADIR CHOWDHURY	STEPHANIE GARCIA	ESTELLA KITTLE
URSULA ALCARAZ	KATHERINE CHU	VANESSA GARCIA	JENNIE KO
ALMA ALCAZAR	ROCHELLE COLE	SYLVIA GARKOW	KRISTINA KUTTER
RASALIND ALTHEIMER	CHUONG-DAI CONG-HUYEN	MEGAN GASSER	NIKI LAI
JACKIE AMARO	ANI CONTRERAS	LOURDES GAZCA	MARIBEL LANDEROS
NOEL AMEZQUITA	GUADALUPE CONTRERAS	VERA GEYMAN	SILVIA LARIN
GLORIA ANAYA	GUSTAVO CONTRERAS	FLOYD MARI GILMORE	EPPIE LAU
SEPHIA ANDERSON	VERONICA CONTRERAS	JANET GOMEZ	MAUREEN LAWLOR
ALEXANDER ANGUIANO	BEATRIZ CORDOVA	KAREN GOMEZ	PEDRO LAZO
MAYRA ARAMBULA	ANGELICA CORONA	MARICELA GOMEZ	CRAIG LEE
LUISA ARGUELLO-MENDO	ELENA CRUZ	MAYRA GOMEZ	JENNIE LEON
RAQUEL ARREOLA	MONICA CUBILLAS	MELISSA GOMEZ	MOISES LEYVA
KENNETH ASHWORTH	ENEDELIACUEVAS	CINTYA GONZALEZ	BESSIE LO
RAQUEL AVENDANO	OSCAR DABOUB	GRISelda GONZALEZ	ADRIANA LOPEZ
TATYANA BABIYCHUK	KATIA DAMICO	REBECA GONZALEZ	BLANCA LOPEZ
NORA BACA	FELICIA DAVIS	KRISTINA GREEN	EVALOPEZ
MONICA BARRERA	NANAE DE BERRY	KRISTEN GREGORY	JANET LOPEZ
LORENA BEAS	WANEESHE DE HUGHES	CECILIA GUERRERO	JOCELYN LOPEZ
ANGELICA BELTRAN	MARIA DELGADILLO	LAURA GUTIERREZ	JUANCARLOS LOPEZ
RAE BERGAMINO	ELIZABETH DELGADO	CARLOS GUZMAN	LILIAN LOPEZ
LUZ-HELENA BERISTAIN	SUZANNA DELGADO	MARCY HARLACHER	LINDA LOPEZ
MARIANA BETANCOURT	DENISE DELUCA	TERRY HARRIS	PORFIRIA LOPEZ
MAYRA BOUCHARB	MARIA DESCHAPPELL	HELLEN HARVEY	HELEN MAK
LINDSEY BOWERS	RITA DIAZ	DONNA HAYES	ROBERTO MALDONADO
ROSEY BRAMSEN	XIAO XIDING	ANNA HERNANDEZ	IRMA MALTON
KIM BRETT SCHNEIDER	DENISE DODSON-COVOS	JOE HERNANDEZ	RICHARD MANNING
MELANIE BRIGHT	STEPHANIE DOMINGUEZ	MARIANA HERNANDEZ	JUDITH MARCILLO
MARISA BRIONES	ILIANA DOROTEO	JOSE HERRERA	FLATT MARIA
ANN BROWN	SANDRA DRAGO	LAURA REBE HERRERA	JORGE MARQUINA
MEKA BROWN	SUSAN DUANE	JESSICA HINH	IRMA MARTINEZ
LAURA BRYANT	PATRICIA DUENAS	SAMANTHA HUA	JOE MARTINEZ
PAUL BUTLER	HELENDUNG	MANZE HUANG	MARIA MARTINEZ
PATSY CALDERON	DAVID DUTCHOVER	JACQUELINE HUGGINS	RAFAELA MARTINEZ
SONIA CALDERON	JOSEFINA ENRIQUEZ	AMELIA HURTADO	VERONICA MARTINEZ
IRENE CALVILLO	BETTY ESPARZA	VICTOR HURTADO	JANEE MAYERS
DORA CAMACHO	MARYBELLESQUIVEL	BLANCA HUSSAIN	JACQUELINE MAYRAND
EVA CAMACHO	SANDY ESTRADA	KELSEY IMBERTSON	NATASHA MCGEE
LAURA CAMBEROS	PAT FALOR	FERNANDO INIGUEZ	TERI MCGINNIS
DAVID CANALES	MARIBEL FERNANDEZ	JESSICA IRIAS	MARCELINA MEJIA DE
MARIA CAOILE	JENNIFER FIFIELD	JUAN JACINTO	CASTI
LYDIA CARRILLO	LEONI FIGUEREDO	CLARINE JACOBS	JANNETTE MENDEZ
CAROLINA CASTILLO	ANGELICA FISCAL	EDUARDO JASSO	ANGEL MENDOZA
DORIS CASTILLO	DANIEL FLECHA	GINA JASSO	MARRICE MERRITT
FRANK CASTRO	ALMA FLORES	GUADALUPE JAUREGUI	ROSE MEZA
JULIET CATOLOS	CINDY FLORES	LIDIA JAUREGUI	CHERYL MILLSAP
MARIA CAUDILLO	HILDA FLORES	TAMARA JENKINSON	ANA MIRANDA
NATALY CERVANTES	JIMMY FONG	LIZ JENSEN	JEFFREY MOLANO
MARY CHAMBERS	ADRIANA FRANCO	JACQUI JOHN	JANIRA MONTENEGRO
KAREN CHANG	TERESA FU	SARAH JOHNSON	JACQUELINE MORALES
SONIA CHAVEZ	ROSA GALVAN	DANA JOHNSTON	ARACELI MORENO

Welcome New & Returning CAAs! *(continued...)*

MARIO MOSCOSO
STACIE MOSHER
PILAR MOYETTE
SKIP MOYETTE
ALICIA MUNOZ
EDWARD MUNOZ
ILEANA MUNOZ-URISTA
CRAIG MUNSON
RICHARD MURILLO
JESSICA MURO
MICHELLE MURRAY
JOSE LUIS NAVARRO
MIROSLAVA NAVARRO
ELIZABETH NAYLOR
JAMES NGUYEN
KIM NGUYEN
THERESA NGUYEN
PATRICIA NOBLE
MONICA NUNEZ
RITA NUNEZ
CATHRYN NUNN
KWABENA OBENG
JUAN PABLO OLAZABAL
BRIAN OLSON
ANITA OROZCO
ROSA ORTIZ
ANA OSORIO
JOANA OSORIO-ESCOBAR
CARMEN PACHECO
DANIEL PADGETT
SYLVIA PALMA.
CHIN PARK
GORDON PATE
HORTENCIA PENA
AURORA PENALOZA
ELIZABETH PENICHE

CLAUDIA PERELLO
BERTHA PEREZ
MARIA PEREZ
MARIBEL PEREZ
ROSA PEREZ.
STELLA PERRY-RHYNE
XUAN PHAM
JUDY PIERATT
ESTHER PINELL MARTINE
ALICIA PORTUGAL
ALMA PRECIADO
BEATRIZ QUALLS
LESLIE QUIJTANILLA
YASMIR QUINTERO
GLORIA RAAB
TAMRA REISE
CRYSTAL REMBERT-
BOXTON
JUANITA REYES
VIONICA REYES
MEAGHAN RILEY
JOSEFARIOS
JULIEANNE RIVERA
BERTHA RODRIGUEZ
CHRISTINA RODRIGUEZ
LEOVE RODRIGUEZ
MIRIAM RODRIGUEZ
MONICA RODRIGUEZ
RASCHEL RODRIGUEZA
NELIDA ROMERO
MICHELLE ROSAUER
JULIA ROSE
ALEXANDER ROSSEL
MILTON ROY
EDWIN RUBALLOS
ALLISON RUDIG

GENEVIEVERYAN
MELINDA RYAN
KOREN SAENZ
AUGUSTO SALAS
EILEEN SALAS
PIER SALAS
YASMINE SALAS
LUCIA SALAZAR
CORAZON SANCHEZ
FABIOLA SANCHEZ
LETICIA SANCHEZ
LOURDES SANCHEZ
MARIA SANCHEZ
VERONICA SANCHEZ
CARISSA SANTIAGO
JACQUELINE SARANGELO
ROBERT SHAFFER
DENISE SHEARIN
KATIE SILVERTHORN
MARA SIMS
EARTHEY SMITH
GAIL SMITH
DEYSIS SOLORIO
JOSE SOLORIO
JORGE E SOTELO
DAISY SOTO
VERONICA SPARKS
NANCY SPENCE
AMOS ST. LOUIS
KENNETH STARK
ALAN STOBAUGH
DENISE SUAREZ
CINDEE SURUKI
TIFFANY SUYAN
JAMES SWEET
JILL TAN

XIOMARA TAPIA
HOMA TEHRANI
JUDITH TELLO
MIGDALIA THOMPSON
FRANK TOPETE
WENDY TORRES
JAMEELA TOUPS
SARA TRAIN
JENNY TRAN
KATIE TRAN
DEREK TRAUB
WIRONGRONG
TRETRILUXANA
SHAWN TSAI
ERENDIRA UBIAS
NICHOLAS UMHOLTZ
MARIA URGEL
AARON URZUA
ELIZABETH VALENZUELA
MARTHA VARELA
IRIS VARGAS
EVELYN VELAZQUEZ
VALERIE VERDUGO
MARIA E WAHAB
SHERYL WALTON
ANGELA WARD
CHARLES WELLS
LI WEN
FANNY WILLIAMS
REGINA WILLIAMS
HEATHER WILLIAMSON
WANDA WILSON
HELEN WONG
MARTHA YEPEZ
FRANK YOUNG
TERRI YUREK
IVAN ZELAYA